

FREE OF CHARGE



**CHILTERN**  
District Council

## A guide to services for older people living in and around Amersham



### Covering:

Amersham on the Hill, Amersham Old Town, Coleshill,  
Penn, Winchmore Hill, Chesham Bois and Chenies

Dear Reader,

We are delighted to present this guide to services for older people living in Amersham, Old Amersham, Coleshill, Penn, Chesham Bois and Chenies. It has been designed by Chiltern District Council to act as a signpost; to highlight some of the many sources of help and information available in the local area, offered by voluntary and charitable organisations.

This guide has come about as a result of requests from local organisations working with older people, and we would especially like to thank the Chiltern Clinical Commissioning Group (CCG), Chiltern Citizens Advice Bureau and BOPAG (Bucks Older People Action Group) for leading the calls for a printed directory.

We are blessed in the Chiltern District to have many organisations working together for the benefit of older people, and every effort has been made to ensure that the information contained in this guide is correct at the time of printing. It is impossible to capture all of the local organisations but we hope that the guide does provide a good starting point for many enquiries.

We hope you will find this guide helpful and will keep it handy to use time and time again.

**The Community Team**

## Information

Chiltern District Council's Guide for Older People's Services includes services that are provided by local statutory, voluntary and charitable organisations that help improve and enhance their quality of life. Information about commercial service providers can be found through their own marketing and publicity.

Please take time to read through the guide to find out what is available to you or the person you are caring for.

Not all services within this guide are free of charge so please ensure you check to see if there are any costs for the service you enquire about.

This guide is also available online: [www.chiltern.gov.uk/fiftyplus](http://www.chiltern.gov.uk/fiftyplus)

Guides are also available for: Chesham, the Chalfonts and HP16.

Printed copies are available at Amersham library and Chiltern District Council Office (King George V Road, Amersham), free of charge. Alternatively, you can telephone 01494 732 103 / 732 058 (Monday to Friday, 9am to 5pm) to request a copy to be posted to you, or email: [community@chiltern.gov.uk](mailto:community@chiltern.gov.uk) Copies are available in A5, A4 and bold print. Please indicate which area guide and which format you would like.

We will be pleased to receive any new or updated information and also any comments you have to improve the guide. Please see contact details page 50.

# Contents

For alphabetical list of organisations contained within this directory see pages 45 - 48.

	Page
1. Bereavement.....	6
2. Carers / Caring.....	7
3. Community Associations / Action Groups / Websites.....	8
4. Community Transport Schemes.....	10
5. Consumer Advice and Information.....	11
6. Council Tax / Benefits / Pension Advice.....	14
7. Councils.....	16
8. Counselling / Mental Health / Befriending Schemes / Support.....	17
9. Crisis / Debt .....	24
10. Eyesight / Hearing.....	25
11. Finance / Financial Help.....	27
12. Fitness / Falls Prevention .....	28
13. Home Energy Efficiency (warmth / heating / insulation)..	30
14. Home Assistance .....	31

15. Home Maintenance / Repairs / Improvements.....	33
16. Home / Personal Safety .....	34
17. Learning / Training / Reading.....	37
18. Meals on Wheels.....	39
19. Medical Advice / Services.....	39
20. Social / Clubs .....	40
21. Wheelchair / Medical Equipment Hire / Aids for daily living / Assistive Technology .....	43
22. Organisation Index.....	45
23. Volunteering .....	49
24. Feedback / Contact Us / Thanks .....	50
25. Notes Page.....	51
26. Emergency Contact Numbers.....	52

# 1. Bereavement

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## CRUSE Buckinghamshire

01494 766 455

[www.crusebucks.org.uk](http://www.crusebucks.org.uk)

The death of someone we love, who matters to us, is a devastating experience.

CRUSE offers a caring and understanding person for you to talk with, in complete confidence:

- On a one-to-one basis
- In your own home or in a counselling room
- For as long as you need

## Group Support

CRUSE social groups help people to take the first steps towards making new friends in a safe and comfortable environment, with others who have been through similar experiences.

**See also: Prevention Matters - page 23**

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# 1. Carers / Caring

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## **Carers Trust**

01494 568 980

[www.carerstrustthames.org.uk](http://www.carerstrustthames.org.uk)

We are an independent charity and part of the Carers Trust network - Britain's leading provider of information, advice and practical support to carers across the UK.

We support carers and the people they care for by delivering high quality personal care services to people of all ages, and with a range of disabilities and health conditions.

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## **Carers Bucks**

0300 777 2722 (calls charged at local rate)

[www.carersbucks.org](http://www.carersbucks.org)

If you are looking after someone on a regular basis who is not able to manage without you, then you are a carer and entitled to information and support for yourself.

No matter how old you are or who you are caring for, Carers Bucks is here to support you. We support carers by providing:

- Information and advice
  - Emotional support
  - Training to help you in your caring role
  - Support groups
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## **Independent Age**

0800 319 6789

[www.independentage.org](http://www.independentage.org)

We provide advice on benefits and entitlements, getting a care assessment, moving into a care home, paying for care, being discharged from hospital and much more. We also offer a range of free services to reduce isolation amongst older people.

- Counselling
- Mental Health
- Befriending Schemes
- Support
- In-touch for Carers

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### **3. Community Associations / Action Groups / Websites**

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#### **Amersham & District Residents' Association**

01494 724 988

[www.amersham.org.uk/adra](http://www.amersham.org.uk/adra)

The Residents' Association acts for all who live in Amersham Old Town, Amersham-on-the-Hill, Amersham Common, Chesham Bois and Weedon Hill.

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## **Bucks Older People's Action Group**

01296 622 122

[www.bopag.org.uk](http://www.bopag.org.uk)

Aims to ensure that the voices of older people (50+) in Buckinghamshire are heard and that they influence the way in which services are planned and delivered.

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## **Coleshill Village Website**

[www.coleshill.org](http://www.coleshill.org)

Information on clubs, societies and the Parish Council and Church.

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## **Penn & Tylers Green Website**

[www.pennandtylersgreen.org.uk](http://www.pennandtylersgreen.org.uk)

News and information on events, clubs and associations.

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## **Chenies Village Website**

[www.chenies.org](http://www.chenies.org)

Information about what's going on in the village and Chenies Manor.

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## **Amersham Old Town Community Revitalisation Group**

07833 444740

We endeavour to improve facilities for Older People in Old Amersham. We try to address highways issues. We are also the umbrella group for OASIS (see page 42).

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## **Amersham Action Group**

07958 237247

[www.amershamactiongroup.org](http://www.amershamactiongroup.org)

The group meets regularly to develop and progress projects for the improvement of the town's environment and enhancement of facilities.

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## **4. Community Transport Schemes**

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### **Chiltern Dial-A-Ride**

01494 766 123

[www.chiltern-dial-a-ride.net](http://www.chiltern-dial-a-ride.net)

Chiltern Dial-a-Ride is a not-for-profit organisation dedicated to providing an affordable, accessible and safe transport service for people living in Chiltern District.

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### **Community Transport Hub**

0800 085 8480 or 01844 348 834

The Community Transport Hub is a one stop shop for information, advice and guidance on community transport providers in Bucks. Call the Hub to receive advice on the best type of transport for your need.

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## 5. Consumer Advice and Information

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### **Citizens Advice Consumer Helpline**

03454 040 506 (9p per minute from landlines)

[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

In partnership with Citizens Advice Bureau and Trading Standards, we provide free advice and information on shopping problems; contract issues; food labelling; complicated credit contracts; high pressure selling; doorstep selling; contract laws i.e. faulty goods; distance selling (i.e. phone / internet); scams and items wrongly described.

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### **Citizens Advice Bureau, Chiltern**

01494 545 991

[www.chilterncab.org.uk](http://www.chilterncab.org.uk)

Our service is free, independent, impartial and confidential and can advise on issues including: consumer, tax and legal problems; managing money and debt; benefits; housing and consumer.

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## **Buy with Confidence Scheme**

[www.buywithconfidence.gov.uk](http://www.buywithconfidence.gov.uk)

If you are looking for a tradesman you can trust, ask Trading Standards who can provide you with details of reliable, local, Trading Standards approved businesses who can carry out work around your home and garden.

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## **Support with Confidence Scheme**

[www.supportwithconfidence.gov.uk](http://www.supportwithconfidence.gov.uk)

A Local Authority scheme which provides a list of approved care and/or support services that have been vetted on the grounds of quality, safety and training. The scheme will help you find a wide range of care and support services you can trust.

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## **Patient Advocacy Services (SEAP)**

0330 440 9000

[www.seap.org.uk](http://www.seap.org.uk)

If you have a complaint against the NHS you may be able to get free and confidential help. The service is independent of the NHS.

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## **PALS (Patient Advice & Liaison Service)**

0800 328 5640 (24hr message facility)

[www.chilternccg.nhs.uk/practices/bpcc/Chiltern-PALS-and-Complaints.pdf](http://www.chilternccg.nhs.uk/practices/bpcc/Chiltern-PALS-and-Complaints.pdf)

For queries or complaints relating to your GP Practice, Dentist, Optician or Pharmacy contact the PALS service who aim to:

- Listen to your concerns and feedback
- Ensure your feedback is used to improve the service you receive
- Advise and support you

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## **PALS (Patient Advice & Liaison Service)**

01296 316 042

For hospital queries and complaints.

The PALS service aims to listen to your concerns and feedback; ensure your feedback is used to improve the service you receive and advise and support you.

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## **Healthwatch Bucks**

0845 260 6216

[www.healthwatchbucks.co.uk](http://www.healthwatchbucks.co.uk)

Tell us about your experience of using local NHS services.

Healthwatch Bucks works to help local people get the best out of their local health and social care services.

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## **Action Against Medical Accidents**

0845 123 2352

[www.avma.org.uk](http://www.avma.org.uk)

If you or a family member believes you have been harmed as a result of negligence by an NHS organisation or healthcare professional, you are entitled to an explanation and may be able to get compensation for your injuries.

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## **NHS England - Complaints about your Doctor, Dentist, Pharmacist or Optician**

0300 311 2233

[www.england.nhs.uk/contact-us/complaint](http://www.england.nhs.uk/contact-us/complaint)

You should contact the practice in the first instance as they have their own complaints procedure, otherwise contact NHS England.

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## **6. Council Tax / Benefits / State Pension Advice**

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### **Chiltern District Council - Council Tax and Benefits**

01494 732 075

[www.chiltern.gov.uk/ctaxandbens](http://www.chiltern.gov.uk/ctaxandbens)

If you are unsure if you are receiving the benefits that you are entitled to, Chiltern District Council can help. A Welfare Officer can visit you at your home to provide advice and information on other benefits that you may be entitled to.

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## **Tax Help for Older People**

0845 601 3321

[www.taxvol.org.uk](http://www.taxvol.org.uk)

An independent, free tax advice service for older people on low incomes.

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## **The Pension Service**

0800 731 7898

[www.gov.uk/contact-pension-service](http://www.gov.uk/contact-pension-service)

The Pension Service helps with State Pension eligibility, claims and payments.

If you have a change of circumstances e.g. your address, spouse or bank account details please call 0345 606 0265.

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## **State Pension Enquiries**

0800 731 7898

[www.gov.uk/browse/working/state-pension](http://www.gov.uk/browse/working/state-pension)

Lots of useful information on state pensions, along with a calculator to help you work out your pension, information on how to nominate someone to collect your state pension for you, and how to contact the Pension Service.

**See also: Citizens Advice Bureau - page 11**

**Age UK Bucks - page 31**

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## 7. Councils

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### **Buckinghamshire County Council**

01296 395 000

[www.buckscc.gov.uk](http://www.buckscc.gov.uk)

Information on Council services, Highways, Adult Social Care, Education and Training and Leisure.

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### **Chiltern District Council**

01494 729 000

[www.chiltern.gov.uk](http://www.chiltern.gov.uk)

Services include: Community Safety, Waste & Recycling, Council Tax and Benefits, Parking, Environmental Health, Planning, Licensing, Building Control, Environment, Leisure and Community and Housing.

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### **Amersham Town Council**

01494 434 000

[www.amersham-tc.gov.uk](http://www.amersham-tc.gov.uk)

Services include allotments, sports facilities, parks and open space, and play areas. Website includes an events calendar.

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### **Chesham Bois Parish Council**

01494 432 585

[www.cheshamboispc.org.uk](http://www.cheshamboispc.org.uk)

Chesham Bois Parish Council is a statutory body, serving the residents of the Parish.

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## **Coleshill Parish Council**

07517 794 647

[www.coleshill.org](http://www.coleshill.org)

The vision of the Parish Council is to maintain Coleshill as an attractive and thriving village.

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## **Penn Parish Council**

01494 815 458

[www.pennparish.org.uk](http://www.pennparish.org.uk)

Serving the residents of the Parish.

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## **Chenies Parish Council**

01923 284 659

[www.chenies.org](http://www.chenies.org)

Serving the residents of the Parish.

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## **8. Counselling / Mental Health / Befriending Schemes / Support**

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### **In Touch - Bucks County Council**

01296 383204 / 0845 370 8090

In-Touch is a telephone-based advice and information service for adults who are not receiving a care package from Bucks County Council. The service has been developed for people who may be finding it difficult to maintain their independence as a result of disability, illness, age, or social exclusion.

Our trained staff will discuss any immediate or current needs and give advice and information that is centered on your needs.

**In-touch for Carers** offers advice and information for people who care for friends or relatives who live in Bucks. Advice and information about services is available for you, the carer, as well as the person you care for.

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### **Mind the Gap**

01494 463 364

Provides a local badminton group, a bowling group, a social group and a games group.

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### **Age Concern Good Neighbours Chesham & Amersham**

07779 979882

If you still live in your own home but are struggling to manage household tasks or shopping then your GP or a relative/carer can refer you to the Good Neighbour Scheme. Once you have been assessed you will be matched to an appropriate volunteer who will provide you with support.

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### **The Sycamore Club**

01494 725 339

Day group operating in Amersham for those aged 65years+ with dementia. Professional (e.g. GP or similar) referral required.

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## Contact the Elderly

0800 716 543

We organise regular Sunday afternoon tea parties for people aged over 75, who live with little or no social support. The afternoons are full of fun and laughter and make a real difference to the lives of our guests.

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## Buckinghamshire MIND

01494 463 364

[www.bucksmind.org.uk](http://www.bucksmind.org.uk)

Buckinghamshire Mind is an independent charity working to support and represent people with mental health needs in the local community. We provide quality services including:

- Activity Groups and Peer Support
- Older People's Services
- Befriending and Counselling
- Employment Support

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## Healthy Minds Bucks

01865 901 600

[www.healthymindsbucks.nhs.uk](http://www.healthymindsbucks.nhs.uk)

A free NHS service offering quick and easy access to talking therapies, practical support and employment advice.

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## **Chiltern Counselling**

01494 786 024

[www.chilterncounselling.org.uk](http://www.chilterncounselling.org.uk)

Chiltern Counselling provides a professional counselling service to people who may be experiencing difficulties in their lives, helping them regain healthy control.

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## **Alzheimers Society**

0300 222 1122

[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

A range of services, activities, and support for people living with dementia and their carers.

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## **Parkinsons Disease Association**

Call free on 0808 800 0303

[www.parkinsons.org.uk](http://www.parkinsons.org.uk)

If you have Parkinsons, or you know someone who has, you can turn to us.

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## **The Stroke Association**

0303 3033 100

[www.stroke.org.uk](http://www.stroke.org.uk)

Provides a number of support services to help those affected by stroke.

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## **Care Advice Buckinghamshire**

[www.careadvicebuckinghamshire.org/s4s](http://www.careadvicebuckinghamshire.org/s4s)

Care Advice Buckinghamshire is a website for adults in need of care and support in Buckinghamshire, their families and carers. You can find information and advice, ways to assess your own needs, community support, care products and services.

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## **Diabetes UK Careline**

0345 123 2399

[www.diabetes.org.uk](http://www.diabetes.org.uk)

Support and information offered to those diagnosed and living with diabetes.

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## **Amersham Stroke Support Group**

07702 492597

Friendly group providing a regular meeting place in Amersham for people who have had a stroke and their carers. We offer support by providing information given by visiting speakers and activities that can help ongoing recovery.

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## **Epilepsy Society**

01494 601 400

[www.epilepsysociety.org.uk](http://www.epilepsysociety.org.uk)

Support provided through a range of services, including helpline, online epilepsy forum, campaigns and information.

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## **Alcoholics Anonymous**

01628 530 055

[www.aachilternthames.org.uk](http://www.aachilternthames.org.uk)

Support meetings held locally.

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## **The Silver Line Helpline**

0800 470 8090 (24 hour, every day)

[www.thesilverline.org.uk](http://www.thesilverline.org.uk)

The Silver Line provides free confidential information, friendship and advice to older people.

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## **Memory Support Service Alheimers Society**

01296 331 749

This service aims to support people with worries about their memory and those living with dementia. It offers a memory screening test and one-to-one support for individuals and their carers, helping them through all stages of their experience - from initial concerns about memory loss, to diagnosis and planning for the future.

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## **Buckinghamshire Smoke Free Support Service**

**(Stop Smoking Service)**

0845 2707 222

[www.smokescape.org](http://www.smokescape.org)

A free NHS service which provides advice, information and support to stop smoking.

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## **Prevention Matters**

0300 666 0159

[www.careadvicebuckinghamshire.org/preventionmatters](http://www.careadvicebuckinghamshire.org/preventionmatters)

Prevention Matters is a free and friendly advice service linking eligible adults (over 18) in Buckinghamshire to social activities, volunteers and community services.

Prevention Matters is delivered by Buckinghamshire County Council through a partnership of organisations, including the NHS, District Councils and a variety of voluntary and community sector organisations.

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## **Rennie Grove Hospice Care**

01442 890 222

[www.renniegrove.org](http://www.renniegrove.org)

Rennie Grove Hospice Care believes that every adult with advanced, progressive life limiting illness should receive the care they need to live as fully as possible at home. Provides: hospice at home, family support, complementary therapies and information.

**See also: Adult Social Care - page 25**

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## 9. Crisis / Debt

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### **Community Advice Network (CAN)**

0300 323 0121

[www.canhelp.org.uk](http://www.canhelp.org.uk)

CAN is a partnership, co-ordinated by Chiltern Citizens Advice Bureau to improve access to high quality advice in Chiltern and South Bucks.

Free impartial, independent and confidential advice is available on: debt, benefits; employment; housing; mental health; carer support and age related problems.

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### **Chiltern Foodbank**

07582 171906

[chiltern.foodbank.org.uk](http://chiltern.foodbank.org.uk)

Operates in partnership with a number of referral partners who issue vouchers for food boxes. If you are in crisis you will need to visit one of the appointed referral partners (contact the phone number above to find out who they are), who will assess your need and, if appropriate issue you with a voucher for a food box.

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### **Bucks Floating Support**

01296 484 322

[www.connectionfs.org](http://www.connectionfs.org)

Support given to people who have a wide range of housing support needs including rent arrears, threat of eviction, unpaid utility bills, finding alternative accommodation.

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## **Adult Social Care - Bucks County Council**

0800 137915 / 0800 9997 677 (emergency out of hours number)

[www.buckscc.gov.uk](http://www.buckscc.gov.uk)

We can respond to emergency social work referrals out of office hours that cannot wait until the next working day. This could include: mental health problems, older people at risk, concerns about a person with a disability, vision or hearing impairment or family problems. We'll give you information and advice over the phone. If we think you need more help we'll come to you.

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## **Samaritans Chilterns**

01494 432000 (24 hours / 7 days a week)

[www.samaritanschilterns.org.uk](http://www.samaritanschilterns.org.uk)

Confidential support offered to anyone passing through a crisis. We offer time and space for people to express their feelings, helping them to talk through their options and find a way to face the future.

**See also: Citizens Advice Bureau - page 11**

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## **10. Eyesight / Hearing**

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### **Action on Hearing Loss**

0808 808 0123

[www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)

Support and advice for people with hearing loss and tinnitus. Can provide day-to-day care for people who are deaf and have additional needs.

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## **Opticall**

0208 998 4228

[www.opticalleyecare.co.uk](http://www.opticalleyecare.co.uk)

FREE home visiting optician service. If you are unable to visit the optician unaccompanied due to age or poor health you may be entitled to a free eye test. Opticall provides:

- Full NHS eye tests (subject to eligibility)
- Comprehensive eye-health checks
- Testing for cataracts, glaucoma and diabetes

A complete glasses dispensing service with a large range of spectacles and lenses.

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## **Buckinghamshire Integrated Sensory Service**

01296 479970

[www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)

Provides support for those who are hard of hearing, visually impaired and/or deaf. Services after a free assessment include:

- Equipment to assist with daily living
- Demonstration and advice on appropriate equipment
- Advice and information on hearing, sight and dual sensory loss

Support to assist people to access activities within the local community.

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## 11. Finance / Financial Help

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### **South Buckinghamshire Community Finance - Chiltern**

020 8756 3866

[www.mformoneycreditunion.org](http://www.mformoneycreditunion.org)

If you are looking for a safe place to save and a source of affordable credit South Buckinghamshire Community Finance is for you. Accredited by the FSA and run as a financial co-operative.

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### **Aid for the Aged in Distress**

0870 803 1950

[www.aftaid.org.uk](http://www.aftaid.org.uk)

AFTAID aims to help older persons that are financially stretched beyond their means to the point of genuine distress. AFTAID can provide grants for many varied items such as; mobility scooters; walk-in showers; radiators; cookers; cleaning; central heating.

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### **Christians Against Poverty**

01274 760 720

[www.capuk.org](http://www.capuk.org)

Whether you're feeling the weight of debt, struggling to find work or trying to overcome a dependency - Christians Against Poverty can help you through their free debt help, job clubs, release groups and CAP money courses.

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## **Turn2Us**

0808 802 2000 (8am to 8pm Mon-Fri)

[www.turn2us.org.uk](http://www.turn2us.org.uk)

Turn2us is a charity that helps people in financial hardship gain access to welfare benefits, charitable grants and other financial help – online and by phone.

**See Also: Crisis / Debt - page 24**

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## **12. Fitness / Falls Prevention**

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There are many fitness and leisure activities in Amersham, too many to list. Below are the main falls prevention and leisure providers in Amersham.

You will find that community centres, church halls, and schools offer various fitness classes and sports activities within their facility.

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### **Buckinghamshire Integrated Falls and Bones Health Services**

01494 426 868

[www.buckinghamshirefallsprevention.co.uk](http://www.buckinghamshirefallsprevention.co.uk)

Aims to reduce the risk of you experiencing falls by providing an assessment to identify what puts you at risk of falls. Offers you tailored advice and exercises to improve your strength and balance and/ or equipment and mobility aids to help you avoid further falls.

Sometimes after a fall people lose confidence. We aim to build your confidence and help you to stay independent.

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## **Better Balance Classes - NHS**

0844 225 2403

[www.buckinghamshirefallsprevention.co.uk](http://www.buckinghamshirefallsprevention.co.uk)

Group based gentle exercise class for those who are at risk of falling. Can help improve strength, balance and flexibility and improve confidence in carrying out everyday activities.

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## **Healthwise**

07816 138421

[www.better.org.uk](http://www.better.org.uk)

The healthwise physical activity referral scheme introduces participants to the benefits of physical activity in order to help reduce risk factors for chronic disease and help manage existing medical conditions. Your GP can refer you onto the scheme which is designed to assist people with medical conditions access mainstream exercise.

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## **Chiltern Pools & Gym (BETTER)**

01494 788 900

[www.better.org.uk/venues/the-chiltern-pools](http://www.better.org.uk/venues/the-chiltern-pools)

Chiltern Pools and Gym has a range of facilities and activities including swimming, gym, group exercise classes, and Healthwise the GP Exercise Referral Scheme.

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## Simply Walk

01494 475 367

[www.buckscc.gov.uk/bcc/row/simply\\_walk.page](http://www.buckscc.gov.uk/bcc/row/simply_walk.page)

Volunteer led walks run throughout the year in and around Amersham. Free of charge.



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## 13. Home Energy Efficiency

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### Affordable Warmth Helpline

0800 107 0044

Gives impartial expert advice on all issues surrounding affordable warmth - reducing energy bills, increasing energy efficiency of properties, switching energy supplier and how to stay warm over the winter.

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### Financial Help to heat your home

If you are struggling to pay your bills, contact Citizens Advice Bureau on 01494 545 991.

### Top energy saving tips to help you reduce your fuel bills

1. Set your heating to the right temperature. This helps keep your home warm and lower your bills. During the day set the thermostat to 21°C (70°F), and during the night set to 18°C (64°F)
2. Set your heating to come on just before you get up and switch off after you've gone to bed. If it's very cold, set your heating to come on earlier and turn off later rather than turning your thermostat up.

3. If you can't heat all of the rooms you use, heat the living room throughout the day and your bedroom just before you go to bed. Remember to close curtains and shut doors to keep heat in the rooms you use the most.
4. Heating your home safely is important. Remember to get your heating system checked regularly and keep your home well ventilated.

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## 14. Home Assistance

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### Age UK Buckinghamshire

01296 431 911

[www.ageukbucks.org.uk](http://www.ageukbucks.org.uk)

Age UK Buckinghamshire is dedicated to helping, supporting and improving the lives of older people in need. It offers:

- Welfare Benefit help and advice - to ensure you are getting all your entitlements
- Information and advice on a wide range of issues
- Befriending
- Domestic cleaning and ironing
- Gardening
- Handyperson service
- Neat Feet Footcare
- Computer training
- Hairdressing

Age UK can also help you with a range of products: aids for home (personal alarms), home insurance, motor insurance, breakdown cover, travel insurance, funeral planning, gas and electricity.

---

### **Red Cross Home from Hospital Service**

01296 739 303

The Red Cross helps thousands of people following a short stay in hospital by providing extra support and care at home.

The support offered by our volunteers can smooth the process of settling back into a normal routine and enable people to regain their confidence and independence.

The service includes:

- collecting prescriptions
- offering companionship
- assistance with shopping

---

### **Community Impact Bucks**

01844 348 832

[gardening@communityimpactbucks.org.uk](mailto:gardening@communityimpactbucks.org.uk)

A gardening service offered for people who may be vulnerable, isolated or living alone.

---



## 15. Home Maintenance, Repairs and Improvements

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### **Chiltern District Council - House Repairs and Adaptations**

01494 732 016 / 729 000

[www.chiltern.gov.uk](http://www.chiltern.gov.uk)

#### Chiltern District Council – Flexible Home Improvement Loan

The Council offers assistance to homeowners, over the age of 60, who have limited resources to keep their home in good repair.

Loans are available up to £20,000 to improve the warmth, comfort, safety and security of the home.

The loans will cover following improvements:

- Re-roofing
- Re-wiring
- Double Glazing
- New boiler
- Adaptation of bathroom to shower room
- Stairlift
- Burglar alarm

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### **Chiltern District Council - Disabled Facilities Grants**

01494 732 013

Disabled Facilities Grants are available to give better access into and around the home. This may include installing a stair lift or an access ramp, replacing a bath with a walk-in shower.

The grant is available to home owners and tenants and is subject to a test of the disabled person's resources. If you receive certain benefits, you will not be required to make a contribution towards the cost.

---

## Age UK Bucks - Handyperson Service

01296 431 911

[www.ageuk.org.uk/buckinghamshire](http://www.ageuk.org.uk/buckinghamshire)

If you have simple DIY jobs around the house that need doing, then Age UK handyperson service may be able to help. The service is available to older people throughout Bucks. There is a cost to this service.

---

## 16. Home Personal Safety

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**FREE** home safety checks  
**FREE** smoke alarms fitted

Ring 01296 74 44 77  
Email [cs@bucksfire.gov.uk](mailto:cs@bucksfire.gov.uk)  
Visit [www.bucksfire.gov.uk](http://www.bucksfire.gov.uk)

Quote **WEB** when booking

**FIRE KILLS**  
YOU CAN PREVENT IT

**BUCKINGHAMSHIRE**  
FIRE & RESCUE SERVICE

## **Buckinghamshire Fire & Rescue Service**

01296 744 477

[www.bucksfire.gov.uk](http://www.bucksfire.gov.uk)

We provide a free of charge Home Fire Risk Check, which is a basic assessment of the fire risks in your home, and is carried out by our staff. Our staff will offer you fire safety advice, based on any potential fire risks that they may have identified during the check. If they think you need them, our staff will also fit smoke alarms (free of charge). We currently provide British Standard smoke alarms.

---

## **Chiltern District Council Community Safety**

01494 586 535

[www.chiltern.gov.uk](http://www.chiltern.gov.uk)

Working in partnership to run projects and services in order to reduce crime and fear of crime in Chiltern and providing advice about how to keep yourself and your home safe. We can help you to set up a neighbourhood watch scheme in your area, help you to security mark your valuables or provide you with a free Message in a Bottle which is a simple way of keeping personal and medical information that can be accessed in an emergency.

---

## **Crimestoppers**

0800 555 111

[crimestoppers-uk.org](http://crimestoppers-uk.org)

Report any criminal activity to Crimestoppers, in confidence.

---

## **Chiltern & South Bucks Safe Place Scheme**

01494 576 535

[www.chiltern.gov.uk/safeplace](http://www.chiltern.gov.uk/safeplace)

The scheme helps vulnerable people deal with any incident that takes place in the community - for example, harassment, bullying or anti-social behaviour. The scheme aims to help vulnerable people lead independent lives and feel safe when they are out and about.

---

## **Careline**

0800 137 915

[www.buckinghamshirepartnership.gov.uk](http://www.buckinghamshirepartnership.gov.uk)

Please call Careline to report alleged abuse anonymously or if you feel a report is not being taken seriously.

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## **Action on Elder Abuse**

0808 808 8141

[www.elderabuse.org.uk](http://www.elderabuse.org.uk)

Confidential helpline for anyone concerned about abuse.

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## **Victim Support**

0808 168 9111

[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

We are the national charity giving free and confidential help to victims of crime, witnesses, their family and friends.

---

## 17. Learning / Training / Reading

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### **Amersham Library**

0845 230 3232 (Monday - Friday)

[www.buckscc.gov.uk/leisure-and-culture](http://www.buckscc.gov.uk/leisure-and-culture)

Based in Amersham, facilities include a study centre, public internet access, free Wi-Fi access, computer for customers with visual impairment, fax service, free online resources, books and magazines.

Want to brush up on your computer skills? We run free one-to-one sessions to enable you to get online.

---

### **Amersham Museum- Reminiscence Group**

01494 723 700

[www.amershammuseum.org](http://www.amershammuseum.org)

The reminiscence group is for people to share stories about their lives and listen to others recalling their memories. The group meets once a month, usually a Thursday afternoon. The museum can also visit groups and facilitate reminiscence sessions in their venue.

---

### **Home Library Service**

01494 475 573

[www.buckscc.gov.uk/leisure-and-culture/libraries/home-library-service](http://www.buckscc.gov.uk/leisure-and-culture/libraries/home-library-service)

If you enjoy reading but are unable to visit your local library, the Home Library Service is here to help. We can deliver books, audio books, CDs, DVDs and even games & jigsaws FREE to your home.

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## **Calibre Audio Library**

01296 432 339

[www.calibre.org.uk](http://www.calibre.org.uk)

Calibre Audio Library is a national charity providing a subscription free service of unabridged audio books for adults with sight problems, dyslexic or other disabilities, who cannot read print.

---

## **Chiltern U3A**

07582 048 771

[www.chiltern-u3a.org.uk](http://www.chiltern-u3a.org.uk)

The University of the Third Age (U3A) is a dynamic, outward looking organisation which has a positive and creative approach to retirement. Members share their knowledge and experience and develop their own capabilities by learning from each other. No qualifications are required, and none are given. All you need is interest and enthusiasm. Subjects offered include art, foreign languages, music, history, sciences, literature, poetry, theatre, philosophy, bird-watching and computing.

---

## **Buckinghamshire Adult Learning**

0845 045 4040

[www.adultlearningbcc.ac.uk](http://www.adultlearningbcc.ac.uk)

Provides creative and arts, language, fitness and computer courses to suit all levels.

**See also: Age UK Buckinghamshire - page 31**

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## 18. Meals

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### **Apetito Ltd**

01296 383 204

[www.careadvicebuckinghamshire.org](http://www.careadvicebuckinghamshire.org)

Apetito Ltd supply meals on Bucks County Council's behalf. They can provide a hot lunchtime meal and a tea time snack to your home. This is sometimes known as 'meals on wheels'. Subject to eligibility.

---

## 19. Medical Advice / Services

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### **NHS (National Health Service)**

111

You can now call 111 when you need medical help fast but it's not a 999 emergency. You will be assessed, given advice and directed straight-away to the local service that can help you best. You can ring the 111 number 24 hours a day, 7 days a week, 365 days a year. Calls from landlines and mobile phones are free.

---

### **NHS Choices – your health, your choices**

[www.nhs.uk](http://www.nhs.uk)

The website contains a vast range of information and advice on: health, ailments, social care, choosing care services, mental capacity, care homes, diet and nutrition, obesity and weight loss, cancer, heart and lungs, diabetes.

---

## **NHS Chiltern Clinical Commissioning Group**

01494 586 700

[www.chilternccg.nhs.uk](http://www.chilternccg.nhs.uk)

Chiltern Clinical Commissioning Group (Chiltern CCG) is a group of 34 GP practices in Amersham, Wycombe, and across South Buckinghamshire, serving a population of over 320,000.

We commission local healthcare services. We plan to work with patients, carers, local groups and other NHS organisations to ensure that people in Buckinghamshire are healthy and well.

**See also: Consumer Advice and Information - page 11**

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## **20. Social / Clubs**

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There are many clubs and social activities in and around Amersham (too many to be listed), therefore we have listed useful resources to help you find a suitable club or activity.

Other useful places to find out information includes: Amersham Town Council, Churches, Chiltern District Council Office, Amersham Library, noticeboards, local newspapers and newsletters.

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### **Useful websites**

**Amersham News, Views & Info**

[www.amersham.org.uk](http://www.amersham.org.uk)

This website provides news, views and information on Amersham.

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## **Chiltern District Council Community Database**

[www.chiltern.gov.uk/communitydatabase](http://www.chiltern.gov.uk/communitydatabase)

This website provides information on local clubs and organisations in Chiltern District.

---

### **Social Clubs**

#### **Age Concern Lunch Club**

01494 725 973

The Lunch Club is for elderly people (over 70) who live alone and would like to eat and socialise with other people once or twice a week. Members come mainly from Amersham-on-the-Hill.

Prospective members need to contact the administrator to check availability and cost.

Limited transport can be provided. We aim to provide a friendly atmosphere where members can make new friends and sometimes renew old acquaintances.

---

#### **Camaraderie / Luncheon Group**

07769 917792

A group for elderly people, we aim to bring people together to meet and socialize and provide activities that are both physically and mentally stimulating, provide a good lunch and a welcoming atmosphere.

---

## **OASIS (Old Amersham)**

01494 433 735 or 01494 727 324

Oasis is a lively group which gives residents over retirement age the opportunity to meet together and share information and news about local matters of interest. Apart from regular talks we have bingo, bring and buy sales, parties and outings. Meetings are in Old Amersham.

---

## **Chiltern and District Hard of Hearing Club**

01494 773359 / 07776 232670

Social support club for people with hearing difficulties. The club meets in Little Chalfont. Help with transport can be arranged.

---

## **Men in Sheds**

01844 348 831

A place where men of all ages can come along and take part in activities similar to what they would do at home or in their own garden shed but with the bonus of other like-minded men providing good company.

**See also: Community Associations / Action Groups - page 8  
Counselling / Mental Health/ Befriending / Support -  
page 17**

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## 21. Wheelchair, Aids & Medical Equipment Hire

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### **Age UK- Personal Alarms**

0800 011 3846

[www.ageuk.org.uk/alarm](http://www.ageuk.org.uk/alarm)

The Age UK Personal Alarm Service gives users the freedom to live independently in their own home, safe in the knowledge that if there is an accident or they have a fall, they can get help quickly.

---

### **Red Cross**

01494 552 664

Provides loans of wheelchairs and medical equipment.

---

### **Safe & Well Service - helping you stay independent (daily living aids)**

0300 100 0247

[www.safeandwell.co.uk/buckinghamshire](http://www.safeandwell.co.uk/buckinghamshire)

Whether you are getting older, have recently been in hospital, have a disability or are caring for someone, we can help you live more independently. We can help you choose the best daily living aids for you, suggest places you can buy them, and let you know where you can try them out locally. Supported by Buckinghamshire County Council and the NHS.

---

## **REMAP - specialist equipment**

0845 1300 456

[www.remap.org.uk](http://www.remap.org.uk)

Remap custom makes equipment to help disabled people live more independent lives, manage their own personal care or enjoy sport and leisure activities.

Remap's unique pieces of special equipment are tailor-made, checked by experts and given free to the people who need them.

---

## **TELECARE**

01296 383204

[www.safeandwell.co.uk/buckinghamshire](http://www.safeandwell.co.uk/buckinghamshire)

Telecare is equipment that uses modern technology to help people live safely and independently in their own home.

Many people will be familiar with the pendant and care alarms most usually seen in elderly people's homes. Telecare now includes a much broader range of equipment, which can be used on its own or linked to a dedicated call centre in the same way as care alarms.

All the equipment has been developed to help people maintain their independence and give peace of mind to them and those who care for them.

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# ORGANISATION INDEX

	Page
Action Against Medical Accidents.....	14
Action on Elder Abuse .....	36
Action on Hearing Loss .....	25
Adult Social Care – Buckinghamshire County Council .....	25
Affordable Warmth Helpline .....	30
Age Concern Good Neighbours Chesham & Amersham .....	18
Age Concern Lunch Club .....	41
Age UK Bucks .....	31
• Personal Alarms .....	43
• Handyperson Service Age .....	34
Aid for the Aged in Distress.....	27
Alcoholics Anonymous .....	22
Alzheimers Society .....	20
Amersham Action Group .....	10
Amersham Library .....	37
Amersham Museum .....	37
Amersham News, Views and Info .....	40
Amersham Old Town Community Revitalisation Group.....	9
Amersham Stroke Support Group.....	21
Amersham & District Residents Association.....	8
Amersham Town Council.....	16
Apetito Ltd .....	39
Better Balance Classes NHS .....	29
Buckinghamshire Adult Learning.....	38
Buckinghamshire County Council .....	16
Buckinghamshire Integrated Falls and Bones Health Services .....	28
Buckinghamshire Fire & Rescue .....	35
Buckinghamshire Integrated Sensory Service .....	26
Buckinghamshire MIND .....	19
Buckinghamshire Smoke Free Support Service .....	23

Bucks Older People's Action Group.....	9
Bucks Floating Support .....	24
Buy with Confidence Scheme .....	12
Calibre Audio Library.....	38
Camaraderie Luncheon Group .....	41
Care Advice Buckinghamshire .....	21
Careline....	36
Carers Bucks.....	7
Carers Trust.....	7
Chenies Parish Council .....	17
Chenies Village website.....	9
Chesham Bois Parish Council .....	16
Chiltern and District Hard of Hearing .....	42
Chiltern Counselling .....	20
Chiltern Dial-A-Ride.....	10
Chiltern District Council .....	16
• Community Database .....	41
• Community Safety.....	35
• Council Tax & Benefits .....	14
• Disabled Facilities Grants .....	33
• House Repairs and Adaptations .....	33
Chiltern Foodbank.....	24
Chiltern Pools and Gym (BETTER).....	29
Chiltern & South Bucks Safe Place Scheme .....	36
Chiltern U3A .....	38
Christians Against Poverty .....	27
Citizens Advice Bureau / Consumer Helpline .....	11
Coleshill Parish Council .....	17
Coleshill Village website.....	9
Community Advice Network .....	24
Community Impact Bucks.....	32

Community Transport Hub .....	10
Contact the Elderly .....	19
Crimestoppers.....	35
CRUSE Buckinghamshire.....	6
Diabetes UK Careline.....	21
Epilepsy Society.....	22
Healthwatch Bucks .....	13
Healthwise .....	29
Healthy Minds Bucks .....	19
Home Library Service .....	37
Independent Age .....	8
In Touch .....	17
Men in Sheds.....	42
Memory Support Service .....	22
Mind the Gap .....	18
National Health Service (NHS).....	39
NHS Choices .....	39
NHS Clinical Commissioning Group.....	40
NHS England .....	14
OASIS.....	42
Opticall .....	26
PALS .....	13
Parkinsons Disease Association .....	20
Patient Advocacy Services (SEAP).....	12
Penn Parish Council .....	17
Penn & Tylers Green website .....	9
Prevention Matters.....	23
Red Cross.....	43
Red Cross Home from Hospital Service.....	32
REMAP .....	44

Rennie Grove Hospice Care .....	23
Safe and Well .....	43
Samaritans .....	25
Silver Line Helpline .....	22
Simply Walk .....	30
South Buckinghamshire Community Finance .....	27
State Pension Enquiries .....	15
Stroke Association .....	20
Support with Confidence Scheme .....	12
Tax Help for Older People .....	15
Telecare .....	44
The Pension Service .....	15
The Sycamore Club .....	18
Turn2Us .....	28
Victim Support .....	36



## Volunteering

If you would like to explore the possibility of volunteering for one of the organisations listed in this directory, please visit:

[www.volunteeringbucks.org.uk](http://www.volunteeringbucks.org.uk) – the online volunteer recruitment portal from Community Impact Bucks. Here you can search for opportunities and hear real-life stories about what makes being a volunteer so great!

Call: 0300 111 1250

or email: [volunteer9@communityimpactbucks.org.uk](mailto:volunteer9@communityimpactbucks.org.uk)

Not-for-Profit organisations come in all shapes and sizes and their roles are just as unique.

You don't need special skills or lots of spare time to get involved.

Volunteering is all about:

- Connecting with different people
- Sharing your skills
- Experiencing new things
- Knowing you made a difference
- Enhancing your career
- Feeling good!

## Feedback / Contact Us

Please let us know of any errors, omissions or inaccuracies or general feedback on how useful the guide is to you.

Alternatively, if you are an organisation that would like to be considered for inclusion next time, we would like to hear from you.

### **Please write to or speak to:**

Community & Leisure Team  
Chiltern District Council  
King George V House  
King George V Road  
Amersham  
Bucks  
HP6 5AW

**Email:** [community@chiltern.gov.uk](mailto:community@chiltern.gov.uk)

**Telephone:** 01494 732 103 / 732 058 (Mon to Fri, 9am - 5pm)

**Follow us:** [@ChilternCouncil](https://www.instagram.com/ChilternCouncil)

Thank you to Amersham Action Group and Amersham Old Town Community Revitalisation Group for their contribution towards printing costs.

# NOTES

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# NOTES

# NOTES

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## EMERGENCY CONTACT NUMBERS

Gas (if you smell gas)	0800 111 999
Electricity	0800 783 8838
Water	0345 357 2407
Police / Fire / Ambulance	999 / 112
Textphone Users	18000
Police (non-emergency)	101
Crimestoppers	0800 555 111
Textphone Users	18001 101
NHS Direct	111
Social Services (out of hours)	0800 999 7677
RSPCA (emergency)	0300 1234 999